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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am writing to you to emphasize how important it is to have alternatives to AT&T.
As a loyal AT&T customer for many years, I experienced the most frustrating experiences. Some of my experiences included:

- Being given incorrect and contradictory information about my services
- Being charged twice for services
- Receiving continuous ads for services I did not need or want
- Spending hours on the phone, waiting to talk to the right person, being bumped from one department to another to try to resolve issues due to AT&T's predatory practices

After so many agonizing sessions with numerous and ever changing employees, I finally started looking for alternatives and eventually found Sonic.

I have now been a Sonic customer for a few years and am very satisfied with the quality of their services. Installation was quick and professional, and the only few times I had issues, I was able to quickly connect with customer services and the problem was swiftly resolved. I am paying less for more and better services and no longer have to experience the stress that AT&T imposed on my life.

Please do not allow AT&T to monopolize the telephone/Internet market!

Thank you in advance for your consideration,

Joelle Auberson